

Navigate: Holds Feature

Hold Center informs students of holds on their account, provides information about the hold, and outlines clear action steps/resources to resolve the hold. Access the Hold Center via the **Holds** link in Navigate360 Student mobile and desktop apps.

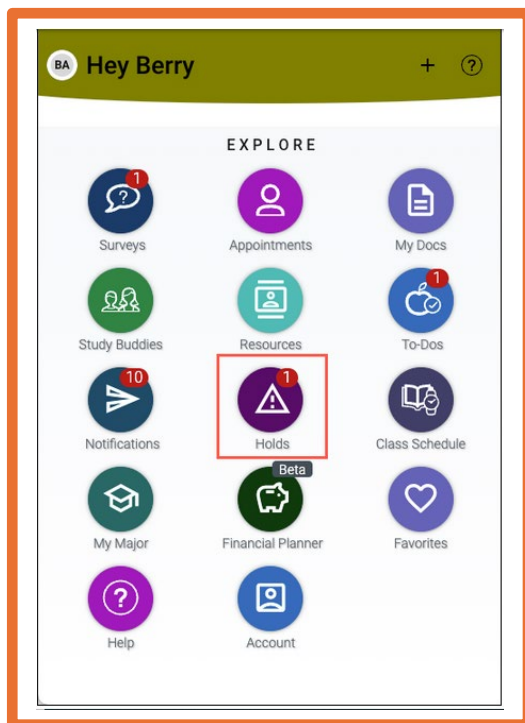
Feature Overview

Hold Center informs students of holds on their account, provides information about the hold, and outlines clear action steps and resources to resolve the hold. Students can also schedule an appointment to meet with someone and ask questions about holds on their account. The goal of this set of features is to help students resolve holds faster.

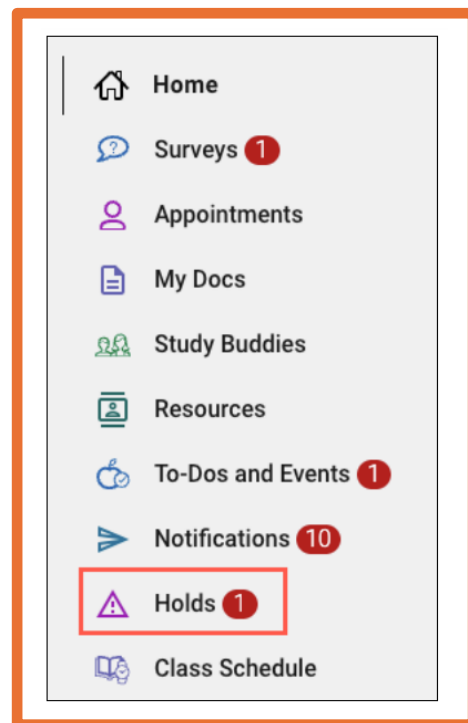
Note: Holds and their statuses are refreshed nightly within our system, so it will take a day after the student resolves the hold for it to reflect in their Navigate360 Student app.

If a student has a hold on their account, a red number appears on the **Holds** link or icon.

Mobile App Example



Student Desktop Site Example



Students can also receive **Push Notifications** about Holds. **Push notifications for holds happen when:**

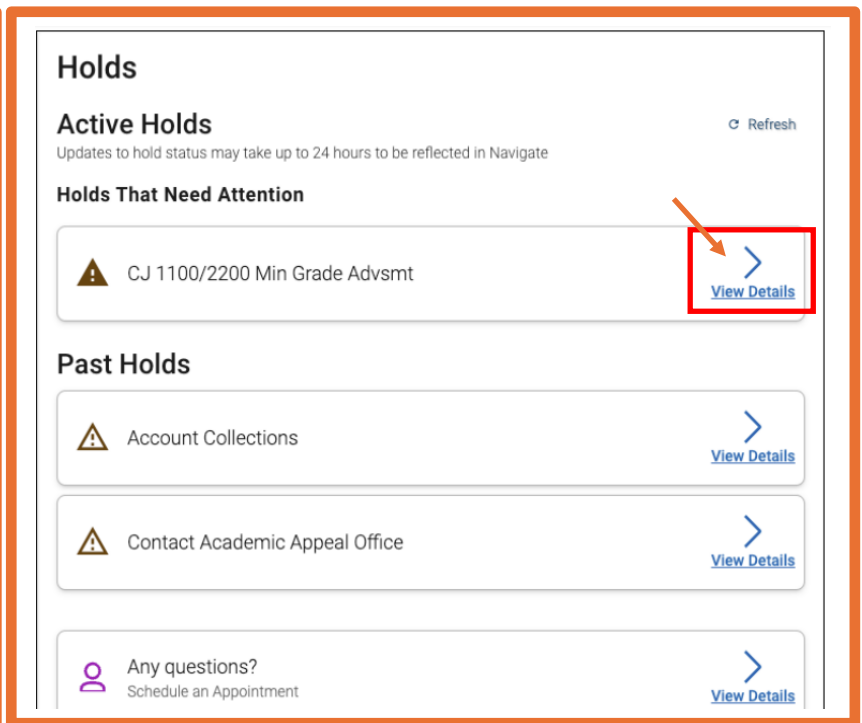
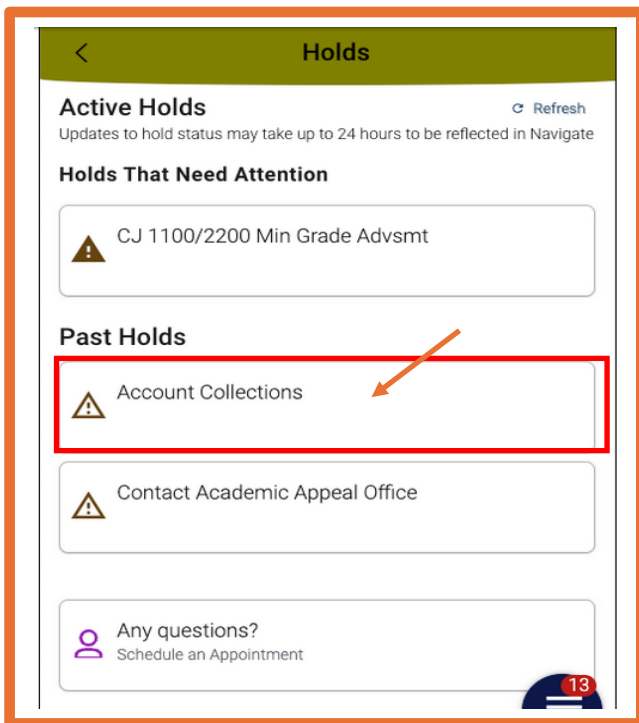
1. A new hold comes through Banner to Navigate360 Student that the system has not seen before.
2. 14 days has passed since the last push notification about an existing hold.
3. 14 days have passed since the student used Navigate360 Student to view how to resolve a hold and it has not yet been resolved per Banner.

Holds are classified either as: **Needs Attention** or **Additional Holds** in Navigate360 Student.

Selecting the link or icon takes the student to the Hold Center. All holds are displayed on this page. The default text on your Holds page may look different as it is customizable.

Mobile App Example

Student Desktop Site Example

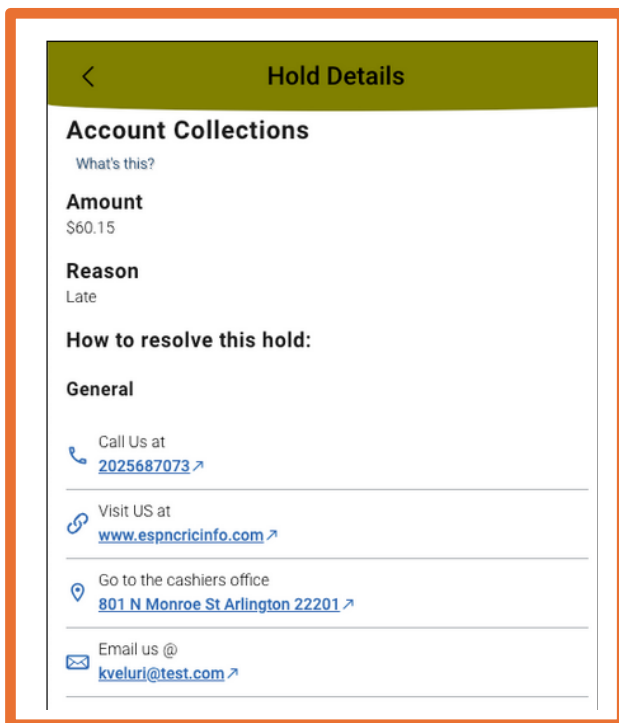


Students select the hold they want to learn more about. Information includes the following list.

- Definition and description of the hold
- Amount due (if applicable)

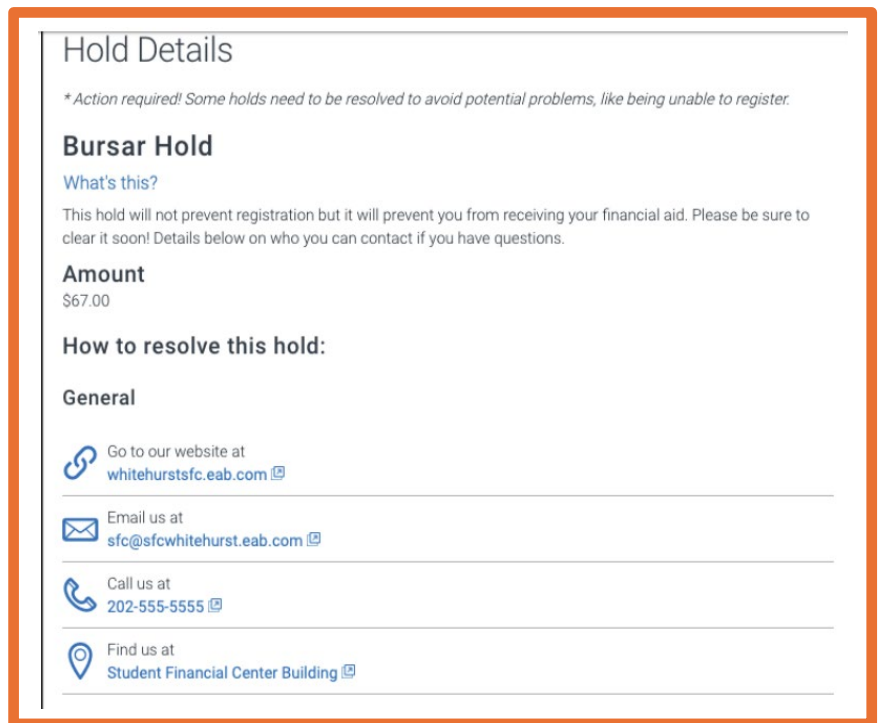
- Next Steps (Methods to Resolve Holds), including:
 - Phone Number
 - Website
 - Location (with directions to corresponding office)
 - Email Address

Mobile App Example



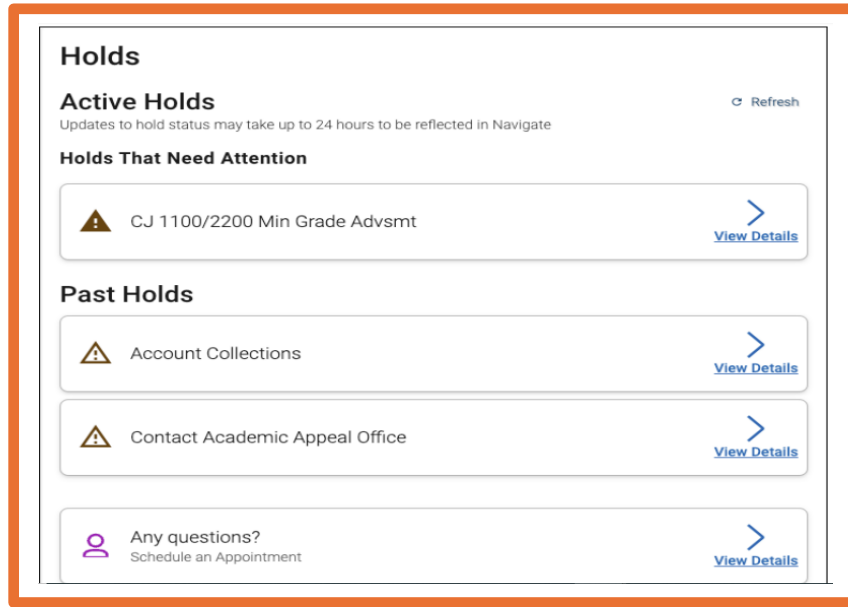
The screenshot shows a mobile app interface for 'Hold Details'. At the top, there is a green header with a back arrow and the text 'Hold Details'. Below the header, the section 'Account Collections' is displayed, including 'What's this?', 'Amount' (\$60.15), and 'Reason' (Late). Underneath, a section titled 'How to resolve this hold:' contains a 'General' sub-section with four items: 'Call Us at 2025687073', 'Visit US at www.espnrcinfo.com', 'Go to the cashiers office 801 N Monroe St Arlington 22201', and 'Email us @ kveluri@test.com'. Each item includes an icon representing the action (phone, link, location pin, or email).

Student Desktop Site Example



The screenshot shows a desktop website interface for 'Hold Details'. At the top, there is a header with the text 'Hold Details' and a disclaimer: '* Action required! Some holds need to be resolved to avoid potential problems, like being unable to register.' Below the header, the section 'Bursar Hold' is displayed, including 'What's this?', a description of the hold, 'Amount' (\$67.00), and 'How to resolve this hold:'. Underneath, a section titled 'General' contains four items: 'Go to our website at whitehurstsfc.eab.com', 'Email us at sfc@sfcwhitehurst.eab.com', 'Call us at 202-555-5555', and 'Find us at Student Financial Center Building'. Each item includes an icon representing the action (link, email, phone, or location pin).


If the student has a hold that was not resolved, but has an end date before the current date, it appears in the **Past Holds** section of the Holds table. If Banner deletes or deactivates holds, the Past Holds section does not show in Navigate360.




Holds


Active Holds Refresh
Updates to hold status may take up to 24 hours to be reflected in Navigate


Holds That Need Attention

 CJ 1100/2200 Min Grade Advsmt [View Details](#)

Past Holds

 Account Collections [View Details](#)

 Contact Academic Appeal Office [View Details](#)

 Any questions?
Schedule an Appointment [View Details](#)

Note: Students cannot take action from within Navigate360 Student to resolve the holds. The hold notification in Navigate360 links them to the offices and resources where they can complete the necessary processes.